

**MTAC Focus Group Session NOTES**  
**Wednesday, November 18, 2015**

**VISIBILITY/SERVICE PERFORMANCE MEASUREMENT**

**Robert Cintron, USPS VP-Enterprise Analytics**  
**Lisa Bowes, MTAC Industry Leader, Service Performance**

**Session 1: STANDARD MAIL**

**(Wanda Senne, MTAC Industry Leader)**

Enterprise Analytics organizational changes have been structured to focus on Enterprise Analytics. Steve Dearing is now responsible for Mail and Packages performance and visibility, Jim Wilson is responsible for Address Management and Geospatial technologies, Angela Lawson is responsible for Advanced Analytics and Robert Raines is responsible for Systems Integration. These changes will leverage the data that helps to provide mailers with actionable information.

**DISCUSSION TOPICS**

**IMb Planning Tool**

We are looking at data in a different format, and will be able to see where mail is in the system. We have upgraded SVMobile devices/scanners in the plant and have expanded to 90 sites around the country. By the end of Feb, 2016 we will have the whole country up. We will be able to capture the nesting data that allows us to follow the mail throughout the system.

**Current Provisioning vs IV Comparison**

We have provided a chart to compare what we have currently with the legacy systems vs what IV will do for you tomorrow. This is being provided to demonstrate the value of the information that will be provisioned to you with Informed Visibility over the information that you currently receive under the legacy system. This slide is also in the MTAC deck posted on RIBBS. We will be able to predict work load, lock in the transportation, know when the mail is moving and where it is at all times. We are able to see the latency today and what will be seen in real-time.

### **Mail Tracking & Reporting**

We have provided a chart that shows the pilot and implementation timeline for mail tracking and reporting. The chart is broken down by category: Migrate IMb Tracing, Container and Tray Visibility, Bundle Visibility, Assumed Handling Events, One Stop Visibility Needs, Web-Enabled Mail Tracking, Flexible Data Provisioning, Flexible Data Delegation. We will have official pilots as we rollout each new feature. We will keep this map updated and circulated so that everyone can understand our progress and what we are working on. We will fully leverage SV heavily to track trays in the processing environment and visibility into those systems. This slide is in the MTAC deck posted on RIBBS.

### **rIMb (93 barcode) Communications**

rIMb allows mailpiece visibility in all cases where mail is over labeled. The internal change occurred October 2013 with socialization to UG4 in March of 2014. and communication began with a re-socialization in March. rIMb officially launched on August 2, 2015. This leverages the tracking of the IMb. Additional detail can be found on the UG4 slides.

### **Standard Mail Full Service Mail Trend chart**

In partnership with industry, we have grown 10 (validate #)percentage points in letters, which shows the value of the work that is being done on both sides. We are getting more mail in measurement that we are able to identify. We have grown by 18 percentage points in flats, so again, thank you for your partnership.

### **Bundle Visibility**

We have implemented bundle visibility, which provides insight into where the problems are – the scope encompasses Full Service bundles, Saturation Mail and Every Door Direct Mail. We continue to work with operations to refine the work processes to ensure the necessary visibility and are moving quickly toward provisioning the visibility.

### **Performance**

We are making an effort to try and get one score, as well as trends on USPS.com to show service scores overall. This may alleviate some of the customer confusion that has been discussed during this meeting.

### **Questions and Comments**

**Industry** - We need to see a full quarter worth of data. We don't usually see a full quarter when we come to these MTAC focus groups.

**USPS** – We changed to this format at the request of industry. We will take that as an action item to provide a full QTR of data in comparison to YTD.

**Industry** – Should a 10-14 day window be part of the standard delivery for standard flats? When changes are made it creates an issue with planning purposes and knowing when to drop the mail and response rates. Streamline how to get mail home, not change standards. What can be happening if we have tightened everything up and still can't make it? Mailers are looking for consistency. Seeing scans in 60 days out – consistently – across many jobs, could be PARS records.

**USPS** – The whole product line goes through a comprehensive process with regard to service standards. We want to provide reliable and consistent service, so we have to look at both ends of the spectrum. We will add service standards to the action items for discussion. We can do some research on this for specific mailers if we have the recent job number.

**Industry** - What is the process of changing standards vs Lean Six Sigma? How does industry get involved in this process and can we help with end-to-end standards? Do we need a new workgroup?

**USPS** - It may warrant a discussion with industry and perhaps a work group.

**Industry** – There are sometimes 10-13 days before we see the first scan.

**USPS** – We are leveraging SV and we are pushing on the SV side of the house to look at WIP cycle times to determine where the pinch points are to get some focus around that. Ultimately, when we get IV up and running, you will be able to have the expectation and will be better able to make operational decisions. In an End-to-End process, the analysis of what is happening along the way provides the insight.

**Industry** - Is there a way to get the list to industry sooner?

The IMb planning tool should be out in the next 30 days and this will help.

**Industry** - Linda is receptive to piloting the ability to tie in the truck arrival times to SV. Can you work with them to see if you can tie this in? Arrival Scans – Is there a timeline to getting the arrival time stamped for truck arrival?

**USPS** – Yes, we are working with Operations and are open to this thought. We are building into every contract that every truck has GPS on all of our contract trucks.

**IMb Tracing** – Intelligence can be found on RIBBS and UG4.

## **Address Management Update**

### **WG 171 Update**

Return reason codes for UAA. The thought behind reducing the codes was to have consistency in quality.

The goal is to improve the accuracy of UAA Reason Codes so the USPS and Mailing Industry can automate appropriate actions.

ACS File format was effective Tuesday, October 20, 2015. The DPV Flag for the new address is provided. The optional “Legacy” file formats did not change.

Also, effective with the October 2015 invoice the ACS invoice threshold will change from \$50 to \$25. Unpaid invoices are assessed a 10% finance charge assessed on the first statement sent after 30 days elapse and will be calculated from the original invoice date. Full-Service is not assessed an ACS fee. Single Source ACS & NCSC Invoicing via EPF will follow the same procedures, except statements are generated with the next invoice (25<sup>th</sup> of the month).

The ACS Technical Guides will be updated to reflect changes and will be posted at: <https://ribbs.usps.gov/acs>. Questions should be directed to the ACS Department via email at [acs@usps.gov](mailto:acs@usps.gov) or by phone 1-877-640-0724 (Option 1).

All Link products are being transitioned from SHA-1 to SHA-2. Software developers would be required to make application changes from SHA-1 to SHA-2. All systems will be transitioned to SHA-2 no later than July 1, 2017. No CASS certification will be required; there should be a seamless transition to mailers.

### **Address Management Update:**

SHA-256 product released to developers via EPF	-----	January 2016
Software developer’s transition process begins	-----	January 2016

Updated: 11/18/2015

Developer internal testing ends (12 months)	-----	January 2017
End-User internal testing ends (6 months)	-----	July 2017
Last release of SHA-1 product	-----	July 2017
All products transitioned to SHA-256	-----	August 2017

Effective August 2017, the USPS will completely discontinue production of the AMS API on the AIX and SUN platforms. Suspension of all technical support for these platforms was effective on August 1, 2015.

Deployment of FPARS delayed – Revised deployment date TBD after January 2016.

### **ACTION ITEMS**

- Provide update: Current Provisioning vs IV Comparison
- Provide update: Mail Tracking & Reporting Timeline
- Show Level Loading SCF data
- Provide full quarter of data in comparison to YTD
- Service Standards and End-to-End discussion. New workgroup possibility
- WIP Cycle Times
- Trailer Tracking – Truck arrival tied in to SV

<b>Session 2: PACKAGE SERVICES</b>	<b>(John Medeiros, MTAC Industry Leader)</b>
------------------------------------	--

Enterprise Analytics organizational changes have been structured to focus on Enterprise Analytics and data governance. Steve Dearing is now responsible for Mail and Packages performance and visibility, Jim Wilson is responsible for Address Management, Geospatial Technologies and Data Visualization, Angela Lawson is responsible for Advanced Analytics and Robert Raines is responsible for Systems Integration. These changes will leverage the data that helps to provide mailers with actionable information.

### **DISCUSSION TOPICS**

#### **IMpb Quality Metrics**

### IMpb Quality Proposed Thresholds – Competitive and Market Dominant Products

IMpb Quality Compliance Category	Oct 2015	Jul 2016	Jan 2017	Jul 2017	Jan 2018
Destination Delivery Address	87.78%	89%	91%	93%	95%
Shipping Services File	90.04%	91%	93	95%	96%
IMpb Barcode	93.65%	95%	96%	97%	98%

### Address Quality/DPV Confirmation

DPV Confirmation	
Description	Percent
Validated Address to a 11 Digit DPV: (Exact Match)	87.78%
Unable to Validate Address to Unit, Apartment, or Suite # (Not an Exact Match)	8.57%
No Address or Not Enough Address to make GetAddress Call	3.65%
<b>Total</b>	

New compliance codes added to update records to ensure non-compliance fees not assessed for timeliness when USPS has an outage or backlog

USPS will provide the posting time for the manifest in the scan event extract file

Data integrity checks to ensure that the non-compliance fee is assessed only once per piece  
 Calculated by class of mail  
 Compliance fee assessed and included in the category with the largest count of pieces

### Shipping Partner Event File V5.0

New Shipping Partner Scan Event Code 89 – Notifies customer order was received by merchant or ecommerce company -- Future

Target date for implementation – January 31<sup>st</sup>, 2016

### Address Management Update:

SHA-256 product released to developers via EPF	-----	January 2016
Software developer's transition process begins	-----	January 2016
Developer internal testing ends (12 months)	-----	January 2017
End-User internal testing ends (6 months)	-----	July 2017
Last release of SHA-1 product	-----	July 2017

All products transitioned to SHA-256 ----- August 2017  
Effective August 2017, the USPS will completely discontinue production of the AMS API on the AIX and SUN platforms.  
Suspension of all technical support for these platforms was effective on August 1, 2015.

Deployment of FPARS delayed – Revised deployment date TBD after January 2016.

COAs online – We don't collaborate with other agencies and only take COAs from individual customers. We are working with federal agencies to eliminate conflicting addressing policy. Social Security is in these discussions.

## **ACTION ITEMS**

Expanded discussion on proposed thresholds and requirements

Improved Address Quality Performance of high volume shippers

Hold independent discussions on address validation. Document to end confusion.

<b>Session 3: FIRST-CLASS MAIL</b>	<b>(Sharon Harrison, MTAC Industry Leader)</b>
------------------------------------	--

Enterprise Analytics organizational changes have been structured to focus on Enterprise Analytics and data governance. Steve Dearing is now responsible for Mail and Packages performance and visibility, Jim Wilson is responsible for Address Management, Geospatial technologies and Data Visualization, Angela Lawson is responsible for Advanced Analytics and Robert Raines is responsible for Systems Integration. These changes will leverage the data that helps to provide mailers with actionable information.

## **DISCUSSION TOPICS**

### **IMb Planning Tool**

We are now using IV for service measurement, are looking at data in a different format, and will be able to see where mail is in the system. We have upgraded SVmobile devices/scanners in the plant and have expanded to 90 sites around the country. By the end of Feb, 2016 we will have the whole country up. We will be able to capture the nesting data that allows us to follow the mail throughout the system.

As we get closer to IV, we will start to see the fruits of what visibility will do for us. We can see days to deliver from entry by mail type.

### **Current Provisioning vs IV Comparison**

We have provided a chart to compare what we have currently with the legacy systems vs what IV will do for you tomorrow. This is being provided to demonstrate the value of the information that will be provisioned to you with Informed Visibility over the information that you currently receive under the legacy system. We will be able to predict work load, lock in the transportation, know when the mail is moving and where it is at all times. We are able to see the latency today and what will be seen in real-time. This slide is also in the MTAC deck posted on RIBBS.

**Mail Tracking & Reporting** We will have official pilots for each program: Migrate IMb Tracing, Container and Tray Visibility, Bundle Visibility, Assumed Handling Events, One Stop Visibility Needs, Web-Enabled Mail Tracking, Flexible Data Provisioning, Flexible Data Delegation. We will keep this map updated and circulated so that everyone can understand our progress and what we are working on. We will fully leverage SV heavily to track trays in the processing environment and visibility into those systems. This slide is in the MTAC deck posted on RIBBS.

### **Full Service Mail Trend**

91% is in full service. Of that, 65.42% is in measurement. We are making incremental improvements and leveraging technology to increase this percentage. Thank you for all of your participation. Industry has been essential in making these numbers happen.

### **Score Trend**

Last Mile trends are increasing a little more than we would like to see. Scanning provides the data to allow us to address the pain points to drive the last mile down to a more controllable score. We are also gathering nesting information through scans at the delivery units, which should address the DU gaps.

### **Visibility of UAA**

The carrier offices should have visibility about what percentage of that mail is getting delivered. We just spent time in a workgroup discussing UAA in delivery units.

### **Last Mile Impact**



This is the measurement from the last processing operation to the mailbox. If it is delivered on the same day, it is not an impact. If it is not getting delivered on the same day, it is an impact. This is based on individual reporters through IBM external measurement system. We know what carrier routes are involved in this impact and we provide this information back to the units. The carriers get triggered to do the scans when they are within the geo-fence. Our visibility strategy starts way up stream, and we know how many containers should have been scanned into trucks and down to the delivery unit. We have the spotlight on everything in operations that does not move. If we don't see the hops, we will have that visibility and will be able to work with operations to get this fixed.

### **Mail Tracking Data Access**

With assumed nesting we will be able to tell where the trailer is and will have real-time tracking.

### **Agile releases**

The legacy system is in the past. With IV, we have real-time data and can fix the problem before it becomes a pain point. We understand where everything is in the process and can manage effectively.

### **rIMb (93 barcode) Communications**

rIMb allows mailpiece visibility in all cases where mail is over labeled. The internal change occurred October 2013 with socialization to UG4 in March of 2014. and communication began with a re-socialization in March. rIMb officially launched on August 2, 2015. This leverages the tracking of the IMb. Additional detail can be found on the UG4 slides.

### **Address Management Update:**

SHA-256 product released to developers via EPF	-----	January 2016
Software developer's transition process begins	-----	January 2016
Developer internal testing ends (12 months)	-----	January 2017
End-User internal testing ends (6 months)	-----	July 2017
Last release of SHA-1 product	-----	July 2017
All products transitioned to SHA-256	-----	August 2017

Effective August 2017, the USPS will completely discontinue production of the AMS API on the AIX and SUN platforms. Suspension of all technical support for these platforms was effective on August 1, 2015.

Updated: 11/18/2015

Deployment of FPARS delayed – Revised deployment date TBD after January 2016.

Ongoing communication has been provided to software developers.

The Current CASS Cycle N expiration date has been extended to August 1, 2018

Election Mail – leverage barcodes on what is going out and what is coming back. Task force for government relations

COAs online – We don't collaborate with other agencies and only take COAs from individual customers. We are working with federal agencies to eliminate conflicting addressing policy. Social Security is in these discussions.

### **ACTION ITEMS**

UAA Discussion Visibility

WG 177 – Best Practices discussion of NCOA Link naming

Election Mail

### **Session 4: PERIODICALS**

**(John Stark, MTAC Industry Leader)**

### **DISCUSSION TOPICS**

Enterprise Analytics organizational changes have been structured to focus on Enterprise Analytics and data governance. Steve Dearing is now responsible for Mail and Packages performance and visibility, Jim Wilson is responsible for Address Management and Data Visualization, Angela Lawson is responsible for Advanced Analytics and Robert Raines is responsible for Systems Integration. These changes will leverage the data that helps to provide mailers with actionable information.

**IMb Planning Tool** – We have been talking about Informed Visibility for a very long time and we will begin to look at how we provision data. Surface Visibility – The real missing piece is that transportation piece. We are going to link the mail flow to understand where mail is at all times. We will be able to look at this in real-time as opposed to trying to look back at historical data to find issues.

**Industry** - Will there be a way to query on seasonality?

**USPS** - When we get to IV we will have historical data. The interesting thing about the IMb planning tool is all live code. It is basically our inability to put this information outside the firewall. With IV, we will be able to provision the data with increased capability.

The Bundle Visibility pilot is run with interim IV to assume the nesting to a container and will be provisioning that data. We are trying to take the human element out of tracking mail by using Bundle Visibility. We will know at every processing facility and delivery unit, where the mail is at all times. We are working to get actionable data to see where the mail is at every hop. We will be able to generate an event with an out for delivery event at the delivery unit. We are working toward exception reporting to pin point pinch points.

**Industry** - There may an opportunity to look at using APIs to look at drop ship schedules with predictive analytics to determine what my predictive delivery date is. You could integrate this into the mailers application.

**USPS** – Yes.....You could come in with the request and this would give you the information to make informed decisions. There are a lot of opportunities. Please keep the ideas coming to work collaboratively on these things. It's all about the "value proposition". A lot of what we have been able to do and information that we have been able to capture is due to the partnership we have with the industry.

Along with growth in Full-Service, we have been growing the volumes in measurement and the amount we are able to keep in measurement.

Leveraging the internal measurement system and informed visibility is allowing us to know exactly where the delay is occurring and this will significantly reduce the last mile to drive service.

**Industry** - We are seeing a negative trend in Periodicals. What can you do to help us? We would hope for and expect more.

**USPS** – We will work with operations to bring additional focus through data and visibility.

**Bundle Visibility** – We are working actively with operations to increase Full Service bundle visibility. We will be able to look at the data and decide on additional pilots. We

Updated: 11/18/2015

have been aggressively defining the process and working with operations. There will be additional information on this in the next meeting.

#### **Address Management Update -**

SHA-256 product released to developers via EPF	-----	January 2016
Software developer's transition process begins	-----	January 2016
Developer internal testing ends (12 months)	-----	January 2017
End-User internal testing ends (6 months)	-----	July 2017
Last release of SHA-1 product	-----	July 2017
All products transitioned to SHA-256	-----	August 2017

Effective August 2017, the USPS will completely discontinue production of the AMS API on the AIX and SUN platforms. Suspension of all technical support for these platforms was effective on August 1, 2015.

Deployment of FPARS delayed – Revised deployment date TBD after January 2016.

Ongoing communication has been provided to software developers.

The Current CASS Cycle N expiration date has been extended to August 1, 2018

**Industry** - With the changes are you planning on changing any of the documentation?

**USPS** - We will continue to have this discussion in UG5 to put some dates to it. Kai entered all of the recommendations into RIBBS in the MTAC issue tracking system and these will be updated.

#### **ACTION ITEMS**

Roadmap for UAA reason codes

Update UG5 documentation